

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 2ND FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007

Subject	Consumer Grievances Complaint No.MG-II-47-2011.12
Complainant	M/s. Saurashtra Engineering Company at 20A, Baroda Co Industrial Estate, DD Road, Vadodara.
Respondent	Shri B J Desai, DE of MGVCL
Date of hearing	09.09.2011

QUORUM	NAME
Chairman	Shri Y B Sukhadia, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 11.8.2011 is for wrong billing for 15 KW LTP-III connection, refund of Rs.400/ registration charges which are wrongly recovered and Security Deposit details not shown on bill & no interest given on Security Deposit.

Today on 09.09.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Jaysukhbhai Patel, appeared on behalf of M/s. Saurashtra Engineering Company, whereas Shri B J Desai, DE appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are:

1. The complainant has consumer No.15233/05030/7 at above address.
2. They had applied for tariff change from LTP-I to LTP-III on 20.4.2011
3. They had deposited Rs.400/ vide receipt No.416600 on 9.5.11
4. They have paid Rs.10,000/ as Security Deposit on 20.4.2011.

The representative of the complainant Shri Jaysukhbhai Patel contended that (1) MGVCL should change tariff of LTP-I to LTP-III at the earliest, (2) MGVCL should refund Rs.400/ which was wrongly paid (3) Whatever Security Deposit they have paid is not printed on the energy bill and their interest is also not paid it turn. He requested Forum to solve the grievances.

The Respondent Shri B J Desai, DE of MGVCL contended that they have arranged to refund Rs.400/. They have also arranged to print the amount of Security Deposit on each energy bill and take action to pay interest after due verification. MGVCL has arranged to change tariff of LTP-I to LTP-III.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The major problem of not printing Security Deposit has occurred during change-over of billing system from manual to computerized. As a consequence interest on Security Deposit is also not calculated in computer system and hence, not given to the consumer from time to time. Other problems of refund and change-over of tariff is being addressed by Deputy Engineer.

In view of the above discussion, the Forum is of the opinion that the lapses of billing system during change over from manual to computerized should be removed at the earliest.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to change LTP-I to LTP-III tariff and to start printing of Security Deposit duly paid by the consumer and interest may be paid with retrospective effect to consumer No.15233/05030/7 and No.115233/05092/7.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(Y B Sukhadia)
Chairman

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach the Ombudsman, Gujarat Electricity Regulatory Commission, 1st floor, Neptune Tower, OPP: Nehru Bridge, Ashram Road, Ahmedabad 380 009 in accordance with Chapter-5, Clause No.13 of GERC Notification No.4 of 2005.

Procedure to make representations before Ombudsman***

1. Representation should be in writing duly signed by the complainant with his name and address.
2. Representation should be supported with affidavit.
3. True copy of order of Forum and original complaint made before Forum should be attached. Enclosed documents should be certified copies of the original documents.
4. The representation before Ombudsman should be submitted within 30 days from the date of order of Forum.
5. Copy of representation should be submitted at the office of Ombudsman. Copy of representation should be submitted to all respondents.
6. If the complainant is required to pay any amount according to the order of Forum, one-third of such amount should be deposited by complainant and proofs should be attached along with the representation.
7. The matter should not be pending before the competent Forum or any other court, tribunal, arbitrator or any other authority.
8. All representations should be with a sufficient cause, reasonable diligence causing the consumer prima facie loss and damages / inconvenience.
9. Representation may be submitted in English or Gujarati language